



CRM – I Want It My Way!

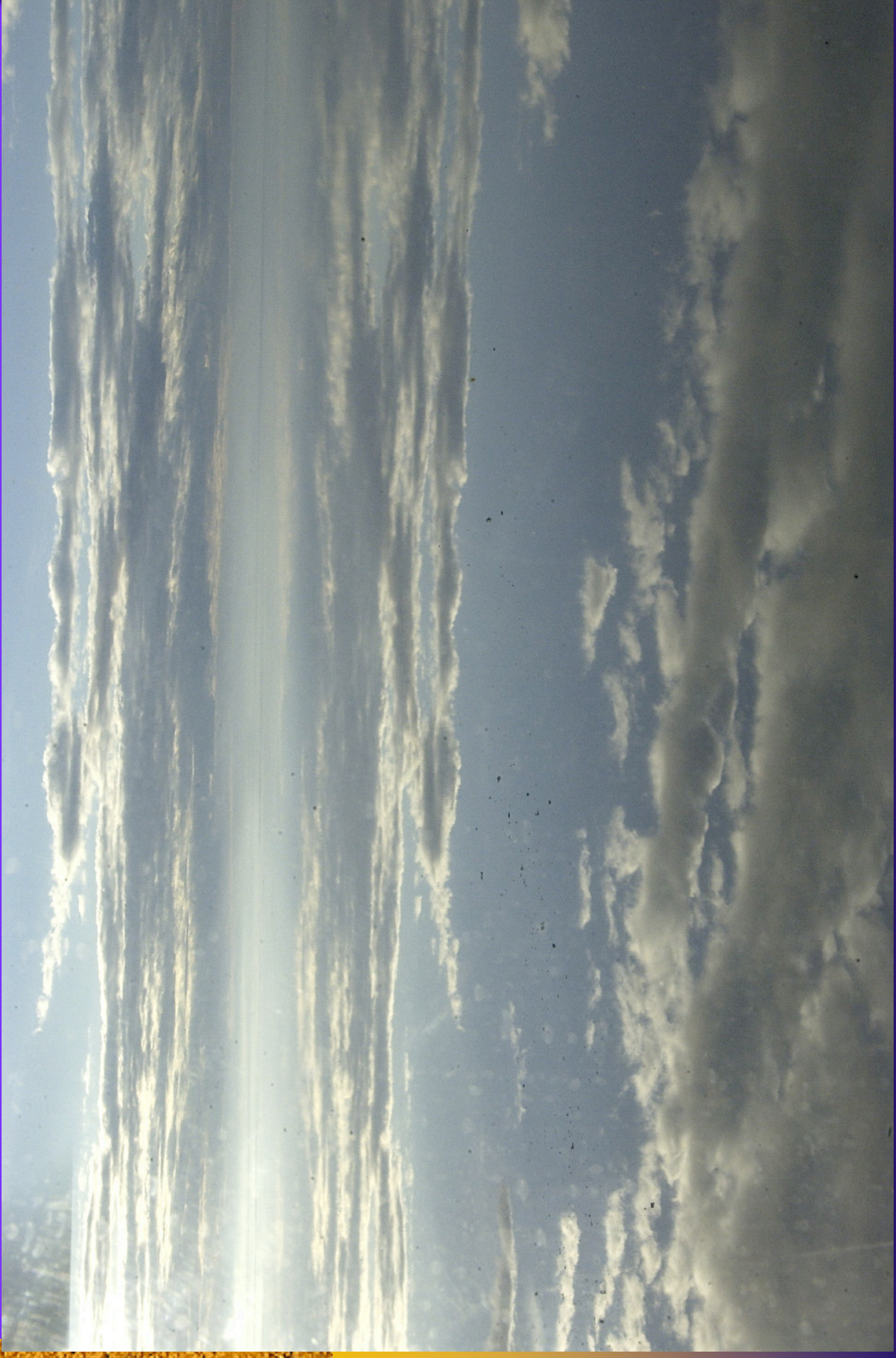
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Why That Perspective?

- ◆ What makes you a good participant in a team process? The ability to
 - Learn (Categorize & Store)
 - Perceive (listen or see or hear)
 - Formulate (associate, create and adapt)
 - Communicate (concur, challenge, persuade)
 - React (multi-dimensional movement, speak

Which way is up?



Math Problem



40

1000

10

1000

40

1000

10



Total

◆ 4000?

◆ 3100?



Human Perception/Response

- ◆ Our learning mechanism has mapped or skills, knowledge and perceptions for future use
- ◆ Mapped often with repetition and emotions aiding in persistence and recall
- ◆ What is our strengths can be our weakness
 - Exuberance can either motivate or overwhelm others
- ◆ What makes the difference?
 - Ability to see the impact of your behavior
 - Condition of your participant



Why That Perspective?

- ◆ What makes a bad participant in a team process?
 - Poor or infrequent relearning; no learning
 - Misperception
 - Mis-Formulation
 - Mis-Communication
 - ultimately producing errors by co-mission or omission

Factors Affecting Performance

- ◆ Fatigue
- ◆ Stress
- ◆ Health (diseases, drug effects, etc)
- ◆ Physiological conditions
- ◆ Task complexity
- ◆ Training
- ◆ Etc ...



Factors Affecting Performance

- ◆ Some we have control of :
 - Stress
 - Diseases
 - Task complexity
 - Fatigue
 - Training
- ◆ Some we don't:
 - Stress
 - Physiological
 - Drugs
 - Task complexity
 - Training





CRM Assumptions

- ◆ Successful task completion involving multiple individuals
 - Scope of the team is rarely chosen usually dictated
 - Real Safety TARGET: Avoiding or catching errors
- ◆ Participants are
 - Willing [W] (attitude)
 - Capable [C] (skilled, knowledgeable)
 - Available [A] (functional and temporal/spatial proximity)



CRM Techniques

- ◆ Key parameter callout
- ◆ Use of checklist C&R
- ◆ Preflight briefing
- ◆ ORM assessment
- ◆ Safety Chase
- ◆ Formation standards
- ◆ Assignment of FO or copilot



CRM Techniques

Technique	Target
◆ Key parameter callout	- C, W
◆ Use of checklist C&R	- C, A, W
◆ Preflight briefing	- A, W
◆ ORM assessment	- W, F
◆ Safety Chase	- A
◆ Formation standards	- C
◆ Assignment of FO or copilot	- A, C



What about the other Participants

- ◆ Many of these techniques are designed to overcome the “personality”
 - Invoked by standards or policy
- ◆ However you need to optimize your actions to account for the realities of your participant.
 - Forces you to think ahead,
 - Consider delivery
 - View the whole scenario, not just the instant

Example

- ◆ 2 Pilot mission
- ◆ Common mission profile (2 hour round robin)
- ◆ Other pilot will fly earlier and join you at the 8 hour point in his day.
- ◆ You flew with the individual a month ago in the sim, he ended up turning the wrong way on a procedure turn– you caught it.
- ◆ Contractor with 5000 total hours and flies another single seat aircraft



Are your participants

Willing

Capable

Available?





Summary

- ◆ Communication is critical to CRM based on the participants willingness, capability and availability
- ◆ However, we often fail to use what we do know (or presume) of the real condition of other persons on the team
- ◆ Many CRM techniques try to raise those conditions of others to a minimum level
- ◆ These can be enhanced if we take the time to inventory other team member's conditions.